GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:641
ANSWERED ON:26.07.2001
SALE OF RAILWAY TICKETS BY PRIVATE AGENCIES
MOHAN RAWALE;RAVINDRA KUMAR PANDEY

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government have decided to provide railway reservation right to private agencies;

(b) if so, the details thereof and the terms and condition in this regard;

(c) whether the existing reservation arrangements and ticket counters are not adequate as per demand of passengers;

(a) if so, the arrangements proposed to be made in this regard;

(e) whether there is any criteria fixed to make reservation and sale of tickets by the counter clerks during the duty hours; and (

(f) if so, the details thereof ?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS AND PARLIAMENTARY AFFAIRS (SHRI O.RAJAGOPAL)

(a) & (b): It is proposed to provide Computerised Passenger Reservation System Terminals in Mumbai (Central Railway) and Chennai (Southern Railway)each to three travel agents authorised under Rail Travellers Service Agents (RTSAs) and Rail Tourist Agents (RTAs) schemes as a pilot project.

(c) & (d) : The existing reservation arrangement and ticket counters are normally adequate at normal and non- peak periods. It is only during peak season such as Summer rush, Pooja holidays and Christmas vacations, when waiting time for getting a reserved ticket is comparatively more. Additional counters at the existing reservation centers are provided to deal with such heavy demands during the peak seasons.

(e) & (f): The number of transactions dealt with by an operator depends on the nature of transaction being handled at that counter, such as issue of normal tickets, against credit cards, blank paper tickets, group tickets, military warrants, etc. As such the limit prescribing minimum number of requisitions to be handled at each of these counters has not been fixed.